



# Troubleshooting Workshop

## About the Troubleshooting Workshop

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### *Who is this one day workshop for?*

Have you ever had a problem with a solid or engineered timber floor? If the truth be known many of us have been directly involved and most would be aware of others who have had problems. Although many, many floors go down without issue why is it that there are also frequent problems? In a lot of cases we are not fully aware what is likely to eventuate in a problem. So often we hear of those who have installed or sanded and finished many floors and just can't understand why a problem occurred, particularly when the floor in question appeared no different to any other. The issue is that whenever a problem occurs it costs time and money to fix it. Wouldn't it be better to avoid that problem to begin with?

This workshop gives participants the opportunity to share and discuss experiences, and just as importantly listen and learn from the experiences of others. The workshop systematically goes through the ins and outs of many of the performance and appearance problems seen in the market. The ATFA publication Timber Flooring Problems Cures and Remedial Measures is the main reference for this workshop. Quite simply if you are aware of what problems can occur then you will be in a better position to be able to avoid them, and should a problem occur then you will also be in a better position to determine the exact cause and remedial measures necessary to correct it. Is that cupping or peaking in the floor? Is that orange peel or rejection? Where did that ghosting come from? Why did this floor expand, yet the one down the road didn't? If you have had these or similar questions then this course is for you.

**The course is ideally suited to sanders and finishers, installers of solid and engineered and laminate flooring, floor inspectors, technical and sales personnel irrespective of whether they've been in the industry for a short period or for some time.**

## **Registration – Fax back to us on 1300 36 1793**

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Name: .....

Company Name: .....

Phone: ..... Mobile: .....

Address: .....

Email: .....

**Please add additional names on the next page.**

Member of the ATFA  (tick for yes)

## **Attendance**

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### **Dates and Locations\* (tick location you are registering for)**

- 10th May, Brisbane** Home Ideas Centre Merivale Street, South Bank
- 10th August, Adelaide** Home Ideas Centre 113 Anzac Highway, Ashford
- 14th September, Melbourne** Home Ideas Centre 1686 Princes Highway, Oakleigh East

**Times** - Starts 9am Ends 4.30pm \*Minimum numbers are required

## **Workshop Outline**

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More specifically the workshop will cover:

### **The flooring process**

- Manufacture to installation
- Nature of owner's concerns
- Outline of the installation, finishing, engineered & laminate problems
- The ATFA floor inspection process

### **Performance Issues**

- From buckling and crowning through to tolerance and wet sub-floors

### **Appearance issues**

- From contaminants and de-lamination, through to swirl marks and 'tram-lining'

### **Acclimatisation**

- Dispelling the myths

### **Engineered and laminate flooring issues**

- Movement characteristics
- From cupping and peaking, through to lippling and moisture ingress

### **Concrete Slabs**

- Another part of the equation
- The nature of concrete
- Difficulties with slab assessment and the issues that arise

## **Delivery**

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The lead instructor is nationally renowned flooring expert and ATFA Technical Manager, David Hayward who possesses a Certificate IV Workplace Trainer and Assessor Qualification.

## **Workshop Fees**

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Member payment \$330.00pp (inc GST) Non-member payment \$440.00pp (inc GST)

**Investment includes morning tea, lunch and afternoon tea.**

I agree to the terms and conditions to enter this workshop and will pay by:

Cheque  Credit Card (surcharges apply)  Electronic Transfer

*Signed:* ..... *Date:* .....

## **Additional Names**

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## Payment

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Payment is required at least 7 days prior to the workshop; please attach your payment with this application form.

Methods of payment are:

- **Electronic bank deposit** to the ANZ Bank (acc name: Australian Timber Flooring Association Limited acc details: BSB 014 531 ACC 4841 08922).  
**Fax confirmation to 1300 36 1793**
- **Credit card payments** can be made by **phoning ATFA on 1300 36 1693** or completing the section on the next page. A 2.5% surcharge applies to Visa, MasterCard, and Amex.

Amount \$ \_\_\_\_\_

Name on card \_\_\_\_\_

Card No \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Expiry \_\_\_\_\_ / \_\_\_\_\_

CVC (last 3 numbers on reverse) \_\_\_\_\_

Signature \_\_\_\_\_

- **Cheques** should be made payable to:
  - **Australian Timber Flooring Association Limited**  
(Please write name in full)

Posted to

- **ATFA 11 Oleander Ave Shelly Beach Qld 4551**

## Refund Policy

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Refunds will only be provided where a participant withdraws 14 days prior to the workshop being conducted, or if the workshop is cancelled or postponed.

**Please note:** If you are attending this workshop from interstate of the location, please contact the ATFA office (1300 36 1693) before confirming any travel arrangements. ATFA bears no responsibility for travel costs incurred due to cancelled or postponed workshops or events.